UNITED STATES PATENT AND TRADEMARK OFFICE

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EXAMINER
VETTER, DANIEL

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) OR THIRTY (30) DAYS,
WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on _26 January 2009_.
2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.
3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) _1-6 and 8-13_ is/are pending in the application.
    4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5)☐ Claim(s) _____ is/are allowed.
6)☒ Claim(s) _1-6 and 8-13_ is/are rejected.
7)☐ Claim(s) _____ is/are objected to.
8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.
10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a)☐ All   b)☐ Some * c)☐ None of:
        1.☐ Certified copies of the priority documents have been received.
        2.☐ Certified copies of the priority documents have been received in Application No. _____.
        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
            application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)
2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3)☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.
4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .
5)☐ Notice of Informal Patent Application
6)☐ Other: _____.

DETAILED ACTION

Status of the Claims

1.   Claims 1-6 and 8-13 were previously pending. Claims 1, 8-10, and 12 were amended in the reply filed January 26, 2009. Claims 1-6 and 8-13 are currently pending.

Continued Examination Under 37 CFR 1.114

2.   A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on January 26, 2009 has been entered.

Response to Arguments

3.   Applicant's amendments overcome the previous rejection under § 112, second paragraph, and it is withdrawn.

4.   Applicant's arguments with respect to the rejections under § 103(a) have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 112

5.   The following is a quotation of the second paragraph of 35 U.S.C. 112:

> The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

6.   Claims 1-6 and 8-13 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Claims 1, 10, and 12 recite that the passenger's kiosk session is "with a CLF engine layer." The claim does not provide a definition of the "CLF engine layer." This element is also not adequately defined by the Specification. The disclosure briefly mentions a "CLF engine layer" in paragraph 0029

of the published application, but in no greater detail than the claims themselves.
Paragraph 0021 of the published application merely sets forth that the kiosk "is
integrated with the common language facility (CLF) applications . . . used by the
airline/agent." These sections do not fully describe what the metes and bounds of a
"CLF engine layer" are or could conceivably be. The public is not properly apprised as
to what would constitute infringement because it is not sufficiently clear what elements
would infringe the claimed "CLF engine layer." Dependent claims inherit the above
deficiency by virtue of their dependency and, as such, are rejected for the same
reasons.

Claim Rejections - 35 USC § 103

7.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all
obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

8.   Claims 1, 3, 4, 6, and 9-13 are rejected under 35 U.S.C. 103(a) as being
unpatentable over Shindo, Japanese Pat. Pub. No. 09-035129 (Reference N of the
PTO-892 part of paper no. 20071120) in view of Kane, et al., U.S. Pat. Pub. 7,137,043
(Reference A of the PTO-892 part of paper no. 20081104), Kimata, U.S. Pat. No.
5,043,561 (Reference C of the PTO-892 part of paper no. 20070424), and Damarel
System Intl. Ltd., *Babel Common Language Facility: Common Operation for Airline Host
Systems*, WebArchive copy dated Nov. 23, 2002 ("Babel CLF") (Reference U of the
attached PTO-892).

9.   As per claim 1, Shindo teaches an automated error detection and recovery
system for a common use self service kiosk in which a user reads commands and
inputs responses in an automated process, comprising: an error detection module
configured to detect an error in the commands or responses that occurred during the
automated process (Embodiment ¶) and generates error recovery information (Means

for Solving the Problem ¶); a printer associated with the error detection module (Means for Solving the Problem ¶), wherein the automated error detection and recovery system is configured to instruct the printer to print a recovery coupon containing information pertaining to the generated error recovery information (Means for Solving the Problem ¶), the printed information including a unique identifier identifying a particular passenger's kiosk session (Embodiment ¶); a document reader configured to read the recovery coupon and the information pertaining to the generated error recovery information (Effect of the Invention ¶); and an error recovery module configured to determine a status of the automated process and the commands or responses contained therein, based on the unique identifier contained in the recovery coupon (Embodiment ¶).

Shindo does not explicitly teach that the error recovery information includes a step ID, in coded or uncoded form, the step ID identifying a step in the automated process at which the error was encountered; that the status is also determined based on the step ID; and that the status indicates which of the commands succeeded and which failed; which are taught by Kane (col. 3, lines 47-57; col. 4, lines 16-21). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kane into the system taught by Shindo because this is merely a combination of old elements. In the combination each element would have performed the same function that it does separately, and one skilled in the art would have recognized that the results of the combination were predictable and obtainable through routine engineering. The step ID taught in Kane would serve to supplement the error code identifier already taught by Shindo, resulting in a recognizably improved system that provides more robust information on recorded errors.

Shindo further teaches the error recovery module analyzes the status information (Effect of the Invention ¶), but does not explicitly teach that the error recovery module configured to provide solutions for detected errors; which is taught by Kimata (col. 18, lines 54-55). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kimata so that a clerk

can adjust fare amounts on after a check-in error (as taught by Kimata; col. 18, lines 54-55). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

Shindo does not teach that the session is with a CLF engine layer; which is taught by Babel CLF (page 1). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate a CLF engine layer in order to speed up the check-in process (as taught by Babel CLF, page 2). Moreover, this is merely a combination of elements already known in the art of check-in systems. In the combination, no element would have served a function other than it already did independently, and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

10.   As per claim 3, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo further teaches the reader is located at an agent workstation separate from the kiosk (Effect of the Invention ¶). Shindo further teaches the error recovery module is contained in a server connected to an agent workstation separate from the kiosk (Embodiment ¶) rather than at the agent workstation itself. However, it would have been prima facie obvious to one having ordinary skill in the art at the time of invention to modify Shindo such that the error recovery module is located at an agent workstation separate from the kiosk because placing the module in the workstation itself rather than in a connected server is simply a matter of obvious engineering choice to eliminate the need for a separate server. *See In re Larson*, 340 F.2d 965, 968; 144 USPQ 347, 349 (CCPA 1965) (claims using a one-piece construction held obvious over a prior art reference that disclosed only the connected parts).

11.   As per claim 4, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo further teaches the error recovery module is contained in a server connected to an agent workstation separate from the kiosk (Embodiment ¶).

12.   As per claim 6, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo further teaches the user is an airline passenger and the automated process is a passenger check-in process (Abstract- see Use/Advantage; Industrial Application ¶).

13.   As per claim 9, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo further teaches the agent workstation includes the document reader (Effect of the Invention ¶). Kimata further teaches the agent workstation includes: a display for displaying generated error recovery information and proposed solutions for the detected error (col. 8, line 54); an operator interface for executing the solutions (col. 8, line 62); a printer for printing finalized documents (col. 8, line 58). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kimata so because this is merely a combination of old elements. In the combination each element would have performed the same function as it does separately, and one skilled in the art would have recognized that the results of the combination were predictable and obtainable through routine engineering.

14.   As per claim 10, Shindo teaches a method of error detection and recovery during automated passenger check-in at a common use self service kiosk in which a passenger reads commands and inputs responses in an automated check-in process, comprising: monitoring the passenger check-in process for errors (Means for Solving the Problem ¶); generating error recovery information when an error is detected (Means for Solving the Problem ¶); printing a recovery coupon encoded with at least one of the generated error recovery information and a pointer to the error recovery information (Means for Solving the Problem ¶), the generated error recovery information including a unique identifier identifying a particular passenger's kiosk session (Embodiment ¶).

        Shindo does not explicitly teach that the error recovery information includes a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered; determining which of the commands succeeded and which failed; automatically providing at least one solution to the error; and correcting the

detected error based on the unique identifier and the step ID printed on the recovery coupon. Kane teaches that the error recovery information includes a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered; and determining which of the commands succeeded and which failed (col. 3, lines 47-57; col. 4, lines 16-21). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kane into the system taught by Shindo because this is merely a combination of old elements. In the combination each element would have performed the same function as it does separately, and one skilled in the art would have recognized that the results of the combination were predictable and obtainable through routine engineering. The step ID taught in Kane would serve to supplement the error code identifier already taught by Shindo, resulting in a recognizably improved system that provides more robust information on recorded errors.

Kimata teaches providing at least one solution to the error (col. 18, lines 54-55), and correcting the detected error based on the information printed on the recovery coupon (col. 18, lines 65-68). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kimata into the method taught by Shindo to perform fare adjustment processing so that the passenger can proceed after an error (as taught by Kimata; col. 19, line 4). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results. While Kimata does not teach that providing the solution occurs automatically, broadly providing an automatic means to accomplish a known activity is not sufficient to distinguish a claimed invention over the prior art. *In re Venner*, 262 F.2d 91, 95, 120 USPQ 193, 194 (CCPA 1958). In this case, providing the solution automatically would have been an obvious expedient that could have been obtained through routine engineering producing predictable results. Additionally, while Kimata does not explicitly teach that the error recovery information used to correct the error is the unique identifier and the step ID, the base references Shindo and Kane

demonstrate that these are already-known types of recovery information, and thus it would have been obvious to include them. One of ordinary skill in the art viewing these references together would have recognized that the information taught in Kimata could readily be substituted with other types of recovery information known in the art (e.g., those present in Shindo and Kane) to achieve the same predictable result of a solution to the error. The substitution would also provide a recognizably improved system that provides more robust information on recorded errors.

Shindo does not teach that the session is with a CLF engine layer; which is taught by Babel CLF (page 1). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate a CLF engine layer in order to speed up the check-in process (as taught by Babel CLF, page 2). Moreover, this is merely a combination of elements already known in the art of check-in systems. In the combination, no element would have served a function other than it already did independently, and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

15.   As per claim 11, Shindo in view of Kane, Kimata, and Babel CLF teaches the method of claim 10 as described above. Shindo further teaches reading the information printed on the recovery coupon (Function ¶) and determining the status of the commands or responses based on the information read from the coupon (Function ¶). Kimata further teaches providing at least one solution for the errors based on the information read from the recovery coupon (col. 18, line 55). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kimata so that a clerk can perform fare adjustment processing after an error has occurred (as taught by Kimata; col. 18, lines 54-55). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

16.   As per claim 12, Shindo teaches a method of error detection and recovery during automated passenger check-in at a common use self service kiosk in which a passenger reads commands and inputs responses in an automated check-in process, comprising: monitoring the automated passenger check-in process at a kiosk (Means for Solving the Problem ¶); generating error recovery information at the kiosk when an error is detected (Means for Solving the Problem ¶); printing a recovery coupon at the kiosk encoded with at least one of the generated error recovery information and a pointer to the error recovery information using a printer at the kiosk (Means for Solving the Problem ¶), the generated error recovery information including a unique identifier identifying a particular passenger's kiosk session (Embodiment ¶); generating a message for display on a kiosk display instructing the passenger to bring the recovery coupon to an agent (Embodiment ¶); reading the recovery coupon at an agent workstation (Function ¶); and determining a cause of the detected error based on the unique identifier read from the coupon (Embodiment ¶).

         Shindo does not explicitly teach that the error recovery information includes a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered; that the cause is also determined based on the step ID; determining which of the commands succeeded and which failed, automatically providing at least one solution to the error; correcting the error; and printing passenger travel documents. Kane teaches that the error recovery information includes a step ID, the step ID identifying a step in the automated check-in process at which the error was encountered; that the cause is also determined based on the step ID; and determining which of the commands succeeded and which failed (col. 3, lines 47-57; col. 4, lines 16-21). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kane into the system taught by Shindo because this is merely a combination of old elements. In the combination each element would have performed the same function as it does separately, and one skilled in the art would have recognized that the results of the combination were predictable and obtainable through routine engineering. The step ID taught in Kane would serve to supplement the error code identifier already taught by Shindo, resulting in a

recognizably improved system that provides more robust information on recorded errors.

Kimata teaches providing at least one solution to the error (col. 18, line 55); correcting the error (col. 18, lines 65-68); and printing passenger travel documents (col. 18, line 67- col. 19, line 1). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Kimata into the method taught by Shindo to perform fare adjustment processing so that the passenger can proceed after an error (as taught by Kimata; col. 19, line 4). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results. While Kimata does not teach that providing the solution occurs automatically, broadly providing an automatic means to accomplish a known activity is not sufficient to distinguish a claimed invention over the prior art. *In re Venner*, 262 F.2d 91, 95, 120 USPQ 193, 194 (CCPA 1958). In this case, providing the solution automatically would have been an obvious expedient that could have been obtained through routine engineering producing predictable results.

Shindo does not teach that the session is with a CLF engine layer; which is taught by Babel CLF (page 1). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate a CLF engine layer in order to speed up the check-in process (as taught by Babel CLF, page 2). Moreover, this is merely a combination of elements already known in the art of check-in systems. In the combination, no element would have served a function other than it already did independently, and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

17.   As per claim 13, Shindo in view of Kane, Kimata, and Babel CLF teaches the method of claim 10 as described above. Kimata further teaches monitoring the passenger check-in process for potential security issues (col. 18, line 56); and notifying the proper authorities when a potential security issue is detected (col. 18, line 60). It would have been prima facie obvious to one having ordinary skill in the art at the time of

invention to incorporate the above teachings of Kimata in order to prevent illegal boarding (as taught by Kimata; col. 18, lines 56-60). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

18.   Claims 2 and 8 are rejected under 35 U.S.C. 103(a) as being unpatentable over Shindo in view of Kane, Kimata, and Babel CLF as applied to claim 1 above, in further view of Enta, U.S. Pat. No. 5,983,197 (Reference A of the PTO-892 part of paper no. 20070424).

19.   As per claim 2, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo does not explicitly teach the error detection module is contained in a server connected to the kiosk; which is taught by Enta (Abstract). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Enta in order to make decisions remotely for support dispatch (as taught by Enta; Abstract). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

20.   As per claim 8, Shindo in view of Kane, Kimata, Babel CLF, and Enta teaches the system of claim 2 as described above. Shindo further teaches the kiosk includes: a display for displaying the commands to the user (Embodiment ¶); an operator interface for entering the responses to the commands (Embodiment ¶); and the printer for printing at least one of a finalized document and the recovery coupon (Means for Solving the Problem ¶).

21.   Claim 5 is rejected under 35 U.S.C. 103(a) as being unpatentable over Shindo in view of Kane, Kimata, and Babel CLF as applied to claim 1 above, in further view of

Pugliese, et al., U.S. Pat. Pub. No. 2001/0016825 (Reference B of the PTO-892 part of paper no. 20070424).

22.   As per claim 5, Shindo in view of Kane, Kimata, and Babel CLF teaches the system of claim 1 as described above. Shindo does not explicitly teach the automated error detection and recovery system is networked with an airport database, which is taught by Pugliese (¶ 0044). It would have been prima facie obvious to one having ordinary skill in the art at the time of invention to incorporate the above teachings of Pugliese in order to access passenger records during check-in (as taught by Pugliese; ¶ 0044). Moreover, this is merely a combination of old elements wherein no elements serves a function other than it already did independently; and one skilled in the art would have recognized that the combination could be implemented through routine engineering producing predictable results.

Conclusion

23.   The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Telcordia Technologies, *Common Language Facility Codes (CLFI Codes): A Global Solution for Managing Your Facilities*, 2001 Product Brochure (Reference V of the attached PTO-892) teaches the use of CLF codes to identify facility equipment.

24.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to DANIEL P. VETTER whose telephone number is (571)270-1366. The examiner can normally be reached on Monday through Thursday from 8am to 6pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on (571) 272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

　　　　Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/John W Hayes/
Supervisory Patent Examiner, Art Unit 3628